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From: Mary <marym@oit.umass.edu>
Sent: Wednesday, April 28, 2010 4:18 PM
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Subject: Copies of work orders

TUG's

At Telecom we now have the ability to submit copies of the work orders we process for you via email instead of sending a paper copy in the campus mail.

Starting May 3rd, as your Customer Service Rep., I will be submitting copies of the work orders to you via email. If you would rather have a paper copy sent through campus mail instead of an email please let me know and I will continue to do that.

The work orders will be a Microsoft Word doc and it will have some pages attached that may not make any sense to you but feel free to delete those pages and keep the first couple of pages that have the work order details on them.

Also, the work orders themselves have changed slightly due to an upgrade to our database but they still have the same information on them.

Feel free to ask any questions. Have a great day!

Mary

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